

After Hours Answering Suggestions

**We are here to help the still suffering alcoholic. The best way is to get them a 12-stepper.
Always ask, "Are you new to the program?"**

When was the last time you helped a still suffering alcoholic by getting them a 12-stepper?

First of all *Thank You* for your service!

Always ask - **"Are you new to the program?"** If they ask where they can find a meeting or you suspect they are new or coming back.

Don't ask if you can get them a 12-stepper. Tell them you are going to have someone call them.
Don't give them a chance to say they don't need help.

NEVER GIVE OUT AN AA'S NAME OR NUMBER (12-stepper etc.)

1. We suggest you answer the phone "This is _____ (your name) at the Central Office"
2. During the time you are scheduled to answer the phone please leave your phone on, easily available and schedule no commitments that would keep you from answering.
3. Many of the calls will probably be for meeting times or locations. While you get the meeting information ask, **"Are you new to the program?"** You need to have a list of all statewide meetings handy, access to *Your* website, arkansascentraloffice.org or you can use the phone app. Please familiarize yourself with how to change the website or the app to a different location before you need to for a caller.
4. They can also download our free phone app by going wherever they get their apps and then searching 'meeting guide' NOT 'AA meeting guide.
5. We are not a ride service. But we do give rides to truck drivers and first meeting to newcomers. See the 12-Stepper list yellow column for people that will give rides.
6. If someone calls about a friend or loved one ask to speak directly to the alcoholic. Then get them a 12-Stepper. We only get a 12-Stepper when the suffering alcoholic tells us directly they want one. If that isn't possible refer them to ALANON, 501-372-5234 in Little Rock or 888-425-2666 national.
5. When a suffering alcoholic calls, our job is to hook them up with another alcoholic (12-Stepper) to talk to. Your major job is to be available to take calls so try to get the alcoholic to a 12-Stepper. You need to get the person's number to give to the 12-stepper to call back. We never give out a name or phone number. If the 12 Stepper would like to keep their phone number private when calling the prospect advise them to dial *67 (star 67) then dial their number. **If they are asking for a meeting, they are already lost and ready to talk to a 12 Stepper in Their Area.**
6. We will call you the next day to ask how many calls, what types and whether they were in Little Rock or elsewhere. These are our categories: Meeting, Misc, 12-Stepper Called, Treatment, ALANON, Speaker Wanted.

How Calls Will Be Transferred

- A. TEXT: We will text you a day in advance to remind you that you will take calls the next day.
- B. WARNING: We will call you 15 minutes in advance on your call day.
- C. TRANSFER: We will transfer the phone lines when we close for the day.
- D. CHECK: We call you after we have forwarded the phones to be sure it is working. You must answer your phone for the transfer to work.

If you are unable to take the hotline calls on your day please call 664-6042 as soon as possible to let us know.